



U.S. Department of Commerce

HUMAN RESOURCES SUMMIT

“The Changing Faces of Human Resources for HR Professionals”

February 8, 2006

Hosted by the
Office of the Secretary
Office of Human Resources Management



U.S. Department of Commerce

Workers' Compensation

Presented by
Adrienne Ross

Agenda

- Basis for program
- Regulatory update
- HR Specialist role and responsibilities
- Program administration
- Contractor's role
- Best practices
- Points of contact

Learning Objectives



- Know the requirements of the Department of Commerce (DOC) Workers' Compensation program
- Understand the relationship among the HR Specialists, contract claims services, workers' compensation specialists, and the Department of Labor
- Know the role of the HR specialist
- How to implement new regulatory updates
- How to establish best claim practices

The Act



- The Federal Employee's Compensation Act (FECA) is administered by the Office of Worker's Compensation Programs of the U.S. Department of Labor (DOL)
- It provides compensation benefits to civilian employees of the United States for disability due to personal injury sustained while in the performance of duty or to employment related diseases

Regulatory Hot Topics

- *Third Party Liability*

- Employee documentation
- Supervisory investigations/discovery
- DOL involvement

- *Rehabilitation*

- Counseling and guidance
- Selective placement
- Training
- Self-Employment

- *Workers Compensation vs Retirement*

- Alternative to long-term compensation is retirement

HR Specialist's Role

- Maintain contact with supervisor to track injured employees' return to work status
- Assist workers' compensation specialists, supervisors, and Contract Claims Services to provide light duty assignments when employee's are able
- Coordinate with HR Specialists from other bureaus to identify light duty positions when they are not available in employee's bureau
- Oversee the return to work of an employee who has recuperated from injury or illness

Program Administration

- Program is managed by the Office of Occupational Safety and Health and provides:
 - Supervisory training
 - Claims management
 - Technical advice
 - Monitors Contract
 - Requests DOL research and resolution
 - Oversees return to work program
- Contractor is used for initial claim filing and review of 74 long term claims
- Fraud investigations are conducted by the Office of Inspector General
- Money gained from third party involvement is credited to bureau's account

Program Contractor

- Assists injured workers' in filing a claim for benefits
- Advises employees filing a claim of their responsibilities and benefits
- Provides information about the Workers' Compensation Program to supervisors
- Processes all claim paperwork with the DOL'S Office of Workers' Compensation Programs.
- Operates as a liaison between DOC and DOL

Best Practices

- Educate supervisors and employees on their roles and responsibilities
- Supervisors maintain weekly contact with injured employees
- Supervisors plan for employee's return to work
- Workers' Compensation Specialist stays informed about claimant's medical and restricted duty status
- Workers' Compensation Specialist constantly questions DOL
- Maintain a safe and healthful workplace
 - Participate in Safety Assessments and hazard identification
 - Report all unsafe conditions to help prevent incidents
 - Communicate, educate and dedicate

Summary

- Basis for program
- Regulatory update
- HR specialist role and responsibilities
- Program administration
- Contractor's role
- Best practices
- Points of contact

What's on the Horizon



- Injured workers, providers, and employing agencies can check on the status of medical authorizations at <http://owcp.dol.acs-inc.com>.
- Injured workers, providers, and employing agencies can check on the status of bills and reimbursements at <http://owcp.dol.acs-inc.com>.
- Encourage injured workers to use ACS web portal <http://owcp.dol.acs-inc.com> for
 - Eligibility status
 - Authorization status
 - Bill payment status
 - Link to FAQs
 - Forms

Where to Get More Information



- Contact Contract Claims Services, Inc. (CCSI) at 1-800-743-2231 for new claims information
- Contact your Agency Workers' Compensation Administrator:
Adrienne Ross
Office of Human Resources Management
Office of Occupational Safety and Health
aross@doc.gov
(202) 482-4943

Quiz



1. What is the acronym for the Federal Workers Compensation Act?

- a. FWCP
- b. FECA
- c. FWCA

2. Who is the Agency Workers' Compensation Contractor?

- a. WCCI
- b. OWCP
- c. CCSI

3. What were at least three of the DOL Regulatory hot topics discussed today?

- a. Third party liability, rehabilitation, compensation vs. retirement
- b. Best practices, employee's role, PHRM requirements
- c. DOL regulatory updates, best practices, CCSI